

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
ILLINOIS COMMERCE COMMISSION
2003 JUL 11 P 3:28
CHIEF CLERK'S OFFICE

For Commission Use Only:

Case: 03-0434

ORIGINAL

Regarding a complaint by (Person making the complaint): Kopley Group V

Against (Utility name): People's Energy

As to (Reason for complaint) Billing Dispute

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 5206 N. Sheridan Rd, Chicago IL 60640

The service address that I am complaining about is 5200 N. Sheridan Rd, Chicago IL 60640

My home telephone is (773) 769-2400

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 769-2400.

(Full name of utility company) The Peoples Gas Light and Coke Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83 IL Adm Part 280.160

83 IL Adm Code 500, Sections 180 through 215.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Please clearly state what you want the Commission to do in this case:

To resolve the billing dispute and explain how they arrived at the billing amount. Payments were made throughout the 2002 year and credits were not reflected.

Date: July, 10 2003
(Month, day, year)

Complainant's Signature *[Signature]* as agent for Kopley Group

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

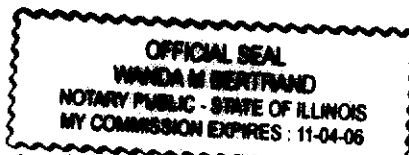
A notary public must witness the completion of this part of the form.

I, Kopley Group, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) *[Signature]* as agent for Kopley Group

Subscribed and sworn/affirmed to before me on (month, day, year) July 10, 2003.

[Signature]
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

1. There was a **duplicate billing** for the period **December 1, 2001 - December 31, 2001** for **\$13, 579.19**. We paid this bill on **February 1, 2002** with our check number 3065.
2. The next bill in the packet covered the period **December 31, 2001 - January 9, 2002** in the amount of **\$1,380.43**. This billing period was also covered on the next page, which had a billing period of **December 31, 2001 - March 4, 2002** in the amount of **\$20,220.20**. **Once again, we are being double billed.**
3. The final bill in this packet covers the billing period from **February 17, 2003 - March 6, 2003**, as mentioned above. On that bill, it shows our previous billing from the month of December, as well as a cancellation of a prior billing covering the period of **December 1, 2001 - February 17, 2003** of **\$52,570.36**, a deposit amount (which I don't understand) and a revised billing of **\$145,262.22**. The total bill showed a balance due of **\$112, 236.17** and showed that it was due on **April 2, 2003**.
4. I was advised over the phone on **April 3, 2003** that the gas would be turned off for an outstanding balance that was overdue in the amount of **\$234,786.86**. **I DIDN'T EVEN HAVE THAT BILL YET.** I received that bill on **April 7, 2003**. Once again, after I had received that bill, I noticed that the billing dates overlapped with a previous bill that I had received. In the previous packet that I had received, the billing periods went through **March 6, 2003** based on an actual reading. So, again, I called your organization for an explanation. The answer that I received was "What Don't You Understand About The Bill?" "All Of The Detail Is Right There."
5. I then received **ANOTHER** billing on **April 21, 2003** showing that a reversal was made to the billing from **April 7, 2003** in the amount of **\$115,611.69** covering the period from **March 6, 2003 - March 27, 2003**.
6. On **May 5, 2003** covering the period of **March 27, 2003 - April 28, 2003**. The dollar amounts included on the billing don't match. In the body of the bill, it shows that we owe **\$159,520.93**. On top, in the header, it shows that we owe **\$54.223.76**.